

IMPORTANT SAFETY RECALL

Attention: Dealer Name

04/27/20222

Re: Safety Recall Notice NHTSA Recall ID# 22V-025

Dear Rosenbauer Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This is to inform you that a vehicle in your network may have a safety-related defect that could affect the safety of a person. Federal law requires the Recall Remedy completed on this unit prior to customer delivery. If there are any units in your possession at the time you have received this letter, please contact us. Owner notification letters will be in the next 7 days.

What is the issue?: Rosenbauer America is recalling certain Fire Trucks equipped with a Meritor 180 Series Rear Axle manufactured between November 2020 and March 2022; to include: 2020 Avengers, 2020-2022 Commanders and 2020-2021 Warriors.

The axles installed on these trucks may have a defect in the rear axle drive pinion that could cause it to fracture. If this happens, the air brake lines that are routed in the proximity of the driveline could be damaged, and if sufficiently ruptured could cause the parking brakes to apply unexpectedly and without the brake lights illuminating appropriately. Brake lights that do not illuminate when the parking brake self-applies while driving could increase the risk of a crash. The driver may hear an audible noise and feel the vehicle slow down due to propulsion from the drive axle. Please exercise caution and safely get to the side of the road if this happens.

What we are asking the customers to do: Due to the complexity of this recall, we have detailed instructions on how our customers will navigate the next steps to help determine and then resolve the recall.

- If the **mileage is above 8,496 miles** (13,672 km), the customer does not need to seek the recall remedy due to Meritor's research. However, we will need to know if that is the case so we are asking for postcards back.
- If they have **below 8,496 miles** (13,672 km), they will need to contact their local authorized Meritor service provider to file the claim. To initiate the request, they will submit 8 pieces of information to their repair facility including **photos of their brake lines** in relation to the rear axle and driveline since that close proximity is dictating that a remedy is required.
- **Meritor will inform the repair shop the decision** so they can either move forward with securing a repair kit to replace the carrier or complete the warranty claim even if a repair isn't sought due to the requirements listed above.
- It could take 3 business days to hear back from Meritor on remedy and 3-7 business days before the repair shop receives parts. Regardless of the decision, **the vehicle is safe to operate during this waiting period** but exercise caution.
- We recommend contacting the local Commercial Chassis Dealer (Freightliner, IH, etc) ahead of time to ensure they are an authorized Meritor service provider and that repair shop files a claim with Meritor directly.
- We are asking for postcards back with this information and will submit SRS tickets as we receive them.
- For ease, we have included the customer's how-to-resolve details on Page 3.

What do we need from our dealers? If you are submitting claims and performing the remedy as an authorized Meritor service provider, we will ask you to submit an SRS ticket in case the customer does not send us a completed postcard. We also ask that you ensure you can file claims through Meritor's OnTrac System. More information can be found on

www.rosenbaueramerica.com

recalls@rosenbaueramerica.com

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Rosenbauer Aerials, LLC.
870 South Broad Street
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Rosenbauer Recall # 22V-025

meritor.com/warranty, by emailing ontrac@meritor.com or calling 1-866-668-7221. Additionally, it is important that any repair shop helping the customer with their recall are authorized with Meritor ahead of time and can file claims directly.

Please note that we estimate **the repair will take 6 hours** since it involves a carrier replacement. We are asking customers and dealers to schedule accordingly. **All repairs will be provided to the customers free of charge**.

What if the customer already paid to have this repair completed? The customer should contact Rosenbauer or their Dealer with the details of the repair and they will receive reimbursement. If you performed the repair, make sure to file directly with Meritor and submit an SRS ticket.

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What if the customer listed no longer owns this truck? The Dealer or customer should contact Rosenbauer to provide the new owner information. Rosenbauer will then contact the new owner.

If the customer listed is no longer lessor of this vehicle: We ask the customer to please forward a copy of this notice to the lessee within 10 days to comply with federal regulations or to contact us for assistance.

We apologize for any inconvenience this safety recall may cause, but safety is our first concern. Lisa Sampson will be your main point of contact regarding this recall.

Sincerely,

Rosenbauer America Warranty Department

PH: 605-543-5591 / recalls@rosenbaueramerica.com

Enclosed via email: list of impacted trucks in Dealer network

Reference: Part 1, 2 and 3 for more information

Part 1: Information Given to the Customer

We recommend that you **call your local Commercial Truck Repair Facility** that is an authorized Meritor repair facility (i.e. Freightliner, Kenworth, etc) to initiate the next steps. In order for them to best serve you, you will need to **provide the following 8 pieces of information**:

1. Full VIN Number (per top of this letter)
2. Axle Model Number (per top of this letter)
3. Axle Serial Number (per top of this letter)
4. Your truck's in-service date
5. Your vehicle mileage
6. Rosenbauer's recall number 22V-025
7. Your contact information
8. A photo as indicated on page 3.

When you contact your Repair Facility, please **confirm that they can process claims directly with Meritor**. If they cannot, they will need to acquire authorization prior to helping you with this recall. They can visit meritor.com/warranty for information on how to become authorized or you can find another repair facility is authorized and works with Meritor.

The Repair Facility will open a claim with Meritor's OnTrac Technical Call Center and will use the information you provided to verify that your truck is part of the campaign population. This is based on the model number, carrier build date, mileage, and photos of the brake lines in relation to the driveline. With that information, **Meritor will decide if the air brake line routing of your vehicle is susceptible to potential damage** if a pinion fracture were to occur and therefore, if your vehicle is included in the recall. If so, Meritor will order the replacement parts (Carrier with Driveline Yoke, Carrier to Housing Kit, and replacement Driveline fastener kits) to be shipped to the repair facility free of charge. **Because it could take 3 days for Meritor to determine the remedy plan and an additional 3-7 days to build and ship the replacement kits,** you can still operate your vehicle during this time by exercising caution.

Once the parts are received at the Repair Facility, **they should contact you to schedule the appointment**. When the replacement is complete, we ask that you **complete the postcard** that is attached to this letter. Please let us know which

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Repair Facility completed the work, date of repair with some of your customer information and send it in the mail. The postcard has postage and is preaddressed to Rosenbauer. We will then ensure Meritor and our Dealers are aware of the completion and update our information to match.

Note: If Meritor decides that your truck is not part of the recall, **the Repair Facility will still need to file a claim with Meritor** to submit your photos and record the result. You will then proceed with filling out the postcard and inform us that your Repair Shop said this truck is exempt.

Please note that we estimate **the repair will take 6 hours** and all repairs will be provided to you free of charge. We realize this is less than ideal for an emergency vehicle so please schedule this appropriately.

Unable to find an authorized Meritor Repair Facility? Please contact your Rosenbauer America Dealer or email recalls@rosenbaueramerica.com so we can come up with a solution. Most large Commercial dealerships are authorized (i.e. Freightliner, Kenworth, IH).

Part 2: Photograph Details

- Your repair facility will request photos similar to what is below so they can start a claim with Meritor's OnTrac System.
- **Photos are mandatory** for Meritor to determine if your vehicle is part of the recall. Photos will be required even if you or your repair shop think it will be exempt due to the chassis and hose configuration.
- We are suggesting that you can submit these to your repair facility **ahead of time** to avoid multiple appointments.
- The best way to obtain the photos is to use a creeper to slide under your truck, face towards the rear axle, use a light source if it's too dim and snap a photo with your phone. Below is an example of this with a white box indicating the specifics they will look at.



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Part 3: Information requested on the postcard that has prepaid postage

Customer Name: _____

Last 6 digits of VIN _____

Vehicle's Mileage _____

Mileage is **above** 13,672 km/ 8,496 mi. **and did not perform recall**

Your Signature _____

Mileage is **below** 13,672 km/ 8,496 mi but Meritor informed my repair shop that the brake lines are not at risk of being damaged and is exempt from the recall.

Name of Repair Shop _____

Your Signature _____

Mileage is **below** 13,672 km/ 8,496 mi and my vehicle requires the recall remedy. Name of Repair Shop that completed the remedy _____

Date of **Remedy Completion** _____

Date this form was sent to Rosenbauer _____